

What is claimed is:

1. A method for reviewing service data relating to a subscriber's telecommunications services using a graphical user interface, the method comprising:

5           transmitting a data message from the subscriber to an intelligent peripheral via at least one data network, the data message indicating a subscriber's desire to review the service data;

          converting the data message into a protocol compatible with an integrated service control point, the converted data message being identical to a data message that the intelligent peripheral would create if the subscriber had indicated the desire to review the service data via an interactive voice response system;

          transmitting the converted data message to the integrated service control point;

          retrieving the service data from the integrated service control point; and

          forwarding the service data to the subscriber via the intelligent peripheral;

          wherein the subscriber retains the ability to review service data via an interactive voice response.

2. The method of claim 1, wherein the protocol comprises SR-3511.

3. A method for reviewing and updating a subscriber's telecommunications services using a graphical user interface via a plurality of data networks, the method comprising:

          presenting service data to the subscriber via the data networks;

          transmitting a data message from the subscriber to an intelligent peripheral via at least one of the data networks, the data message indicating a subscriber's desired update to a selected telecommunications service;

converting the data message into a protocol compatible with an integrated service control point, the converted data message being identical to a data message that the intelligent peripheral would create if the subscriber had entered the desired update via an interactive voice response system;

5           transmitting the converted data message to the integrated service control point; and

          updating the selected telecommunications service in accordance with the subscriber's desired update;

10           wherein the selected telecommunications service is updated substantially contemporaneously with the subscriber requesting the update at the graphical user interface; and

          wherein the subscriber retains the ability to update and review service data via an interactive voice response.

15           4. The method of claim 3, wherein the presenting further comprises retrieving the service data from a service status database, which is periodically updated by the integrated service control point, wherein integrated service control point traffic is reduced.

5. The method of claim 4, wherein the protocol comprises SR-3511.

20           6. A method for accessing service data relating to a subscriber's telecommunications services using a graphical user interface (GUI) via a plurality of data networks, and using an interactive voice response (IVR) system via a public switched telecommunications network, the method comprising:

          providing the subscriber with the option of accessing the service data through a plurality of interfaces including the IVR system and the GUI;

25           selecting one of the IVR system and the GUI;

accessing the service data via an intelligent peripheral, the intelligent peripheral obtaining the service data from an integrated service control point; and presenting the service data to the subscriber via the selected interface; wherein the subscriber can access the service data via the IVR system and  
5 via the GUI based upon the subscriber's selection.

7. A system for reviewing and updating a subscriber's telecommunications services using a graphical user interface via a plurality of data networks, the system comprising:

10 a Web client, through which the subscriber views service data received via the data networks, and through which the subscriber requests service data updates, the service data being viewed through a graphical user interface;

a Web server that receives a data message transmitted from the subscriber in response to a service data update, the data message indicating a subscriber's desired update to a selected telecommunications service;

15 an intelligent peripheral that receives the data message via at least one of the data networks, the intelligent peripheral translating the data message into a standard protocol, the translated data message being identical to a data message that the intelligent peripheral would create if the subscriber had entered the desired update via an interactive voice response system; and

20 an integrated service control point that receives the message in the standard protocol, the integrated service control point updating the selected telecommunications service in accordance with the subscriber's desired update;

wherein the selected telecommunications service is updated in the integrated service control point substantially contemporaneously with the  
25 subscriber requesting the update at the graphical user interface; and

wherein the subscriber retains the ability to update and review the service data via an interactive voice response.

8. The system of claim 7, wherein the protocol comprises SR-3511.

9. The system of claim 8, further comprising a service status database from which the service data is initially retrieved, whereby integrated service control point traffic is reduced.

10. A method for accessing call ID data from a subscriber's remote access to caller ID service using a graphical user interface, the method comprising:

identifying a plurality of telecommunications services managed by a personal call manager account belonging to the subscriber, at least one of said plurality of telecommunications services comprising the remote access to caller ID service;

presenting at the graphical user interface said plurality of telecommunications services to the subscriber via at least one data network;

receiving a query from the subscriber to an intelligent peripheral via said at least one data network, the query indicating the subscriber's desire to access the remote access to caller ID service;

retrieving the caller ID data from a call logger database in response to the query, the call logger database storing the caller ID data;

transmitting the caller ID data to the subscriber via the at least one data network; and

displaying the caller ID data at the graphical user interface.

11. A method for providing caller ID information associated with a telephone call from a calling party to a destination, the caller ID information being provided over a plurality of networks to a subscriber at a location remote from the

destination, the method comprising:

storing caller ID data in a call logger database in response to the calling party placing the telephone call to the destination;

5 receiving a caller ID query from the remotely located subscriber via at least one of the networks;

retrieving the caller ID data from the call logger database in response to the caller ID query;

transmitting the caller ID data to the remotely located subscriber via at least two of the networks; and

10 displaying the caller ID information at the remote subscriber's location.

12. The method of claim 11, further comprising initially launching an AIN trigger when the calling party places the telephone call to the destination and the destination subscribes to a remote caller ID service.

13. The method of claim 12, further comprising determining whether the subscriber has activated the remote caller ID service.

14. The method of claim 11, wherein at least one of the networks further comprises a packet switched data network

15. The method of claim 14, wherein at least one of the packet switched data networks further comprises the Internet.

20 16. The method of claim 15, wherein receiving the caller ID query further comprises receiving, at a Web server, the caller ID query from the subscriber via a Web client; and

25 wherein transmitting the caller ID data to the remotely connected subscriber further comprises transmitting the caller ID data from the Web server to the web client.

17. The method of claim 12, wherein the storing further comprises:

obtaining, at an integrated service control point, calling party information associated with the calling party from a service switching point, the calling party information comprising at least a telephone number associated with the calling party;

obtaining, at the integrated service control point, additional information associated with the calling party from a directory server, the additional information comprising at least a name associated with the telephone number of the calling party;

transmitting from the integrated service control point to a GDI server the caller ID data, the caller ID data comprising the calling party information and the additional information; and

transmitting the caller ID data from the GDI server to the call logger database.

18. The method of claim 12, wherein the storing further comprises:

obtaining, at an integrated service control point, calling party information associated with the calling party from a service switching point, the calling party information comprising at least a telephone number associated with the calling party;

transmitting from the integrated service control point to a GDI server the calling party information;

obtaining, at the GDI server, additional information associated with the calling party from a directory server, the additional information comprising at least a name associated with the telephone number of the calling party; and

transmitting the caller ID data, comprising the calling party information and

the additional information, from the GDI server to the call logger database.

19. A system for providing caller ID information, associated with a telephone call from a calling party to a destination, to a subscriber at a location remote from the destination, the system comprising:

an advanced intelligent network (AIN) comprising an integrated service control point that forwards calling party information in response to the telephone call;

a private network comprising a plurality of servers in communication with one another, a first of the plurality of servers forwarding caller ID information, based upon the received calling party information, to a call logger database; and

a public network comprising a client, the client sending a caller ID query to a second of the plurality of servers, which retrieves the caller ID information from the call logger database and sends the caller ID information to the client;

wherein the subscriber can view the caller ID information while being located remotely from the destination of the telephone call associated with the caller ID information.

20. The system of claim 19, wherein the public network comprises the Internet and the client comprises a Web browser.

21. A system for providing caller ID information, associated with a telephone call from a calling party to a destination, to a subscriber at a location remote from the destination, the system comprising:

a switch, associated with the destination, that receives the telephone call from the calling party, the switch having an AIN trigger set to launch a query in response to the telephone call;

an integrated service control point that forwards calling party information

in response to the query;

an interface server that obtains additional information from a directory server, based upon the received calling party information, the caller ID information comprising the additional information and the calling party information;

a call logger database that receives the caller ID information from the interface server and stores the caller ID information;

a Web client that forwards a caller ID query from the subscriber; and

a Web server that receives the caller ID query from the Web client over the Internet and in response to the query, retrieves the caller ID data from the call logger database, and forwards the caller ID data to the Web client for display to the subscriber;

wherein the subscriber can view the caller ID information while being located remotely from the destination of the telephone call associated with the caller ID information.